leadquarters Air Force Personnel Center

Integrity - Service - Excellen ce



Personnel Services Delivery

Phase 1 Initiatives



Directorate of Personnel Services (AFPC/DPS)

A Total Force Organization **Directorate of Personnel Services**)DPS(**Col Michael Maloney Future Operations AF Contact Center Integration Division Division** Division)DPSI()DPSF()DPSC(Lt Col Lee Shick **Maj Debi Dickensheets Maj Andy Doane Integration Support Customer Service** Br Branch **Program Management**) DPSIS()DPSCC(Office **Capt Daphne SMSgt Phil Ortiz**)DPSP(Rakesita w **Mr Phil Johnson** <u>Maj Les Schroeder</u> **AF MPF Branch** AFMA OL-PSD)DPSCM(**Capt Brad TBD** Marcum



Personnel Service Delivery (PSD)

Airmen



Long term goal:

- 24/7 web based capability
- Majority of personnel, manpower, and pay actions

Contact Center Phone, E-mail, Fax. & Mail

Short term goal:
 Centralize processes
 to gain efficiencies
 and reduce workload
 in MPFs

Base Front Line

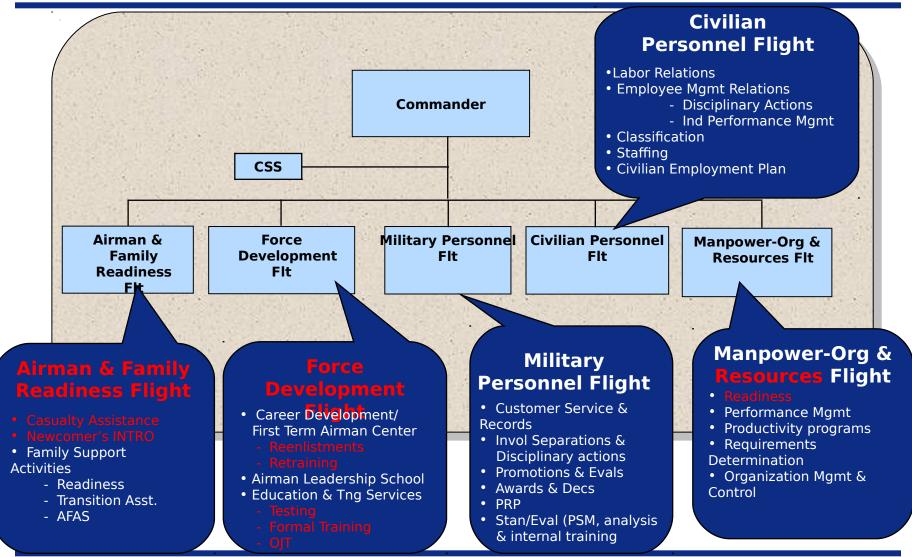


Face-toface

 Military Personnel
 Flight - Maintain baselevel ability to troubleshoot and advocate for the



Phase 1 - Future MSS



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